Goal: PUBLIC SAFETY

Desired Community Condition(s)

Residents feel safe in their neighborhoods, schools, and the community.

Program Strategy:AFD DISPATCH   27503

Provides prompt processing of all 911 calls for emergency assistance to include pre-arrival medical assistance over the phone; as well as, communication support at all emergency incidents.

Department: *FIRE*

Service Activities

Alarm Room Dispatch

Quality Assurance

Strategy Purpose and Description

The purpose is to provide emergency services dispatch in a timely, consistent, and professional manner. Dispatch activities include pre-arrival medical assistance over phone and provide communication support at all emergency incidents. EOC Communication support is conducted through Alarm Dispatch.

Communication is the principal responsibility of the Dispatch program strategy. Communication between callers and emergency personnel, communication among fire personnel at emergency incidents with outside agencies such as American Red Cross, FEMA, and State Forestry.

The primary customers of this strategy are the citizens who call for the service of the trained Emergency Medical Dispatchers. Fire department personnel are also customers of this strategy because communication of vital information at an emergency incident is critical.

Changes and Key Initiatives

Achieve accreditation on the Fire Priority Dispatch System through the National Academy of Dispatch, and implement the requisite computer software to enhance AFD Dispatch and EOC Communication Support. Achieve the certification of an internal trainer for Emergency Medical Dispatch to provide new dispatchers with nationally-accepted Emergency Medical Dispatch (EMD) certification.

Input Measure ($000's)

2001	110	110 GENERAL FUND	1,585
2002	110	110 GENERAL FUND	1,585
2003	110	110 GENERAL FUND	1,685
2004	110	110 GENERAL FUND	1,719
2005	110	110 GENERAL FUND	2,498
2006	110	110 GENERAL FUND	2,924

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Prompt dispatches are made to requests for emergency service, dispatching the closest available units in most appropriate response configuration, based on incident needs. Professional service is provided at all emergency and non-emergency calls.	*The amount of time from receipt of call to AFD Dispatching units*	2001				*Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.*

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
		2002	NA		NA	*Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.*
		2003	NA		NA	
	The amount of time from receipt of call to AFD Dispatching units	2004	NA			*The hardware and software has been purchased for the FRMS. AFD is completing the implementation phase with a projected completion date of the fourth quarter of FY/03*
	The amount of time from receipt of call by AFD Dispatch to AFD dispatching units. From initiate to dispatch of units. Dispatch times are separated between advanced life support (ALS), and basic life support (BLS).	2005	NA	120 seconds	110 seconds	
		2006	NA			

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Assure that established response times are met or decreased to reduce injury, death, and property loss, through enhanced service delivery, so that Albuquerque is a safer place to live.	*Response time data based on 90% reliability.*	2001				*Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.*
		2002	NA		NA	*Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.*

Assure that established response times are met through enhanced service delivery, so that Albuquerque is a safer place to live.	*Response time Standard (NFPA 1710) for arriving on scene within 6 minutes for Fire and Basic Life Support calls and 8 minutes for Advanced Life Support incidents 90% of the time.*	2003	NA	NA	
		2004	NA		*The hardware and software has been purchased for the FRMS. AFD is completing the implementation phase with a projected completion date of the fourth quarter of FY/03*
	Response time Standard (NFPA 1710) for arriving on scene within 4 minutes for Fire and Basic Life Support calls (including code 3 - lights and sirens) and 8 minutes for Advanced Life Support incidents 90% of the time.	2005	NA	Fire and BL	BLS 93%, ALS 95%,Fire 90%
		2006	NA		

Goal: PUBLIC SAFETY

Parent Program Strategy: AFD DISPATCH

Department: *FIRE*

Service Activity: Alarm Room Dispatch	2730000

Service Activity Purpose and Description

The purpose is to provide prompt processing of all requests for emergency and non-emergency assistance received through E-911, provide pre-arrival medical/fire assistance over the phone and provide fire ground communication support at all emergency incidents.

Changes and Key Initiatives

Achieve accreditation on the Fire Priority Dispatch System through the National Academy of Dispatch, and implement the requisite computer software to enhance AFD Dispatch and EOC Communication Support.

Achieve the certification of an internal trainer for Emergency Medical Dispatch and Emergency Fire Dispatch to provide new dispatchers with nationally-accepted Emergency Medical/Fire Dispatch (EMD, EFD) certification.

Input Measure ($000's)

2002	110	110 GENERAL FUND	1,585
2003	110	110 GENERAL FUND	1,685
2004	110	110 GENERAL FUND	1,719
2005	110	110 GENERAL FUND	2,258
2006	110	110 GENERAL FUND	2,666

Strategic Accomplishments

Accreditation in the Fire Priority Dispatch System and implementation of the computerized software (Fire ProQA) will enhance AFD Dispatch and EOC Communication Support. Accrediation and Fire Pro QA are in the final phases, estimated completion third quarter FY/05.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of dispatches of emergency units within 1 minute	2001			58,375	
# of dispatches of emergency units within 1 minute	2002			61,463	
# of dispatches of emergency units within 1 minute	2003	64,536		65,877	
	2004	67,762	18,211		

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of emergency calls for service	2001			58,375	
# of emergency calls for service	2002			65,387	
# of emergency calls for service	2003	70,208		69,170	
	2004	70,208	18,969		
Number of calls for service processed through the AFD Dispatch center. This number includes emergency events, calls to the NewMorn (Domestic Violence reporting)system, public calls for information, and other good will/good intent calls.	2005	180,000	224,000	236,649	

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of non-emergency calls for service	2001			117,420	
# of non-emergency calls for service	2002			120,943	
# of non-emergency calls for service	2003	175,200		191,100	
	2004	175,200	47,775		
Number of non-emergency calls for service or information.	2005	110,000	100,000	171,891	
	2006	110,000			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Estimated number of emergency dispatches to mutual aid agencies.	2005	1,500	780	780	*For the 1st Qtr. of FY/05 we responded to 195 mutual aid calls.*
	2006	1,500			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of calls requiring the dispatch of emergency units to fire or EMS events.	2005	70,000	69,295	71,204	
	2006	70,000			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of calls for service processed through the AFD Dispatch center. This number includes emergency events, calls to the NewMorn (Domestic Violence reporting)system, public calls for information, and other good will/good intent calls.	2006	181,500 total			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% of emergency calls answered within 3 rings	2001			96%	
% of emergency calls answered within 3 rings	2002			98 %	
% of emergency calls answered within 3 rings	2003	95%		95%	
	2004	95%	96%	96%	
Percent of emergency calls answered within 3 rings. Out of the 180,000 projected for 2005, we estimate that 171,000 will be answered within 3 rings.	2005	95%		97%	
Percent of emergency calls answered within 3 rings. Out of the 181,500 projected for 2005, we estimate that 171,000 will be answered within 3 rings.	2006	95%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% of non-emergency calls answered	2001			100%	
% of non-emergency calls answered	2002			100%	

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% reliability calls to 1 minute dispatch	2001			93%	
% reliability calls to 1 minute dispatch	2002			94%	The % reliability calls to one minute dispatch is from the time the call is created to the time the unit is dispatched.
% reliability calls to 1 minute dispatch.	2003	95%		95%	
	2004	95%	96%	96%	
Percent reliability regarding the dispatch of emergency calls received to the dispatch center within 120 seconds (as per the National Academy of Emergency Dispatch recommendation). Of the 69,265 projected emergency calls, we will meet this standard at least 65,830 times.	2005	95%	95%	95%	
	2006	95%			

Goal: PUBLIC SAFETY

Parent Program Strategy: AFD DISPATCH

Department: *FIRE*

Service Activity: Quality Assurance   2753000

Service Activity Purpose and Description

Quality Assurance program provides for responder and dispatcher accuracy, consistency, and on-going training.   Three percent of customer service medical calls are evaluated for compliance with established medical protocols and reported to our Medical Control Director and the National Academy of Emergency Dispatch for continued accrediation. In order to attain accreditation in fire dispatch, one hundred calls are required to be evaluated and submitted for compliance with established fire protocols and reported to our Medical Control Director. Provide specialty reports as requests by the Service Medical Director.

Changes and Key Initiatives

Input Measure ($000's)

2005	110	110 GENERAL FUND	240
2006	110	110 GENERAL FUND	258

Strategic Accomplishments

The quality assurance officer responsible for dispatch tapes has attained certification in Emergency Medical Quality Assurance.

Implementation of ProQA and Aqua software for quality assurance.

Implementation of a new dispatcher training and continuing education program.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Review 3% of all MPDS calls for service per year.	2005	3,388	3,388	1,832	
	2006	3,388			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Review 100 Emergency Fire Dispatch calls on a monthly basis. To meet the goal of Fire Accreditation we have to provide 6 months worth of data.	2005	400	1,200	1,201	*We increased the volume of review to meet the goal of Fire Accreditation.*
	2006	400			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Assure that all dispatch personnel maintain the necessary continuing education hours required for Emergency Medical Dispatch, Emergency Fire Dispatch, EMT-B/P licensure, and NM state certification.	2005	2,268 hours	2,268 hours	2,268 hours	
	2006	2,268 hours			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
At the direction of the departments medical director, we are required to provide quality assurance review of all emergency medical calls. We currently average a review of 25% of the total call volume(based on 62,000 medical calls).	2005	18,600	15,500	14,924	

2006   18,600